Minutes
Pay and Personnel Ashore (PAPA)
Senior Implementation Team (SIT) 9/10 June, 2003

Captain Dunne-Hayes welcomed the members of the SIT as well as other invited personnel to the first SIT meeting.   Captain Dunne-Hayes addressed the following issues in her opening remarks:

- SIT Mission
  - Stakeholders
  - Program Managers
- Objectives
  - Lessons learned
  - PASS Realignment
  - NAVMAC
  - NSIPS/ESR overview
  - Review Concept of Operations
  - Organizational alignment
  - Facilities required
  - Funding
  - Manning
  - Develop Timeline/Implementation plan
- Ground Rules
  - SIT Members only can vote
  - Majority of SIT rules
  - Parking Lot issues
  - Unresolved issues to be forwarded to the Executive Steering Group

Captain Mark Heinrich of COMNAVSURFPAC briefed the group on the history of PAPA at SURFPAC and the organizations that have been involved. PAPA was originally at the Personnel Support Activity (PSA), but currently the 18 servicemen at the PAPA DET are being housed at the Regional Support Organization at Building 55.   PSA supports the PAPA DET with IT support and the biggest limitation is that the PSA is in an MNCI AOR status and addition of new seats are frozen. Captain Heinrich went over CNSP DJMS accuracy rates and compared the PAPA ships with the CNSP average. Although there were a couple of pitfalls, the PAPA DET maintained an overall higher accuracy rate than the non-PAPA ships. Goal is a fleet focused support activity that can utilize the existing infrastructure.

Workload transformation and distribution were the next items of discussion, from the CNSP perspective the breakdown of work responsibilities from the afloat functions to the ashore functions will result in large manpower savings afloat. One action item that developed from this conversation was a "skill set" needed for a DK stationed at a PAPA DET. Future enablers to assist in future movement of workload afloat are:
- Electronic Service Records- under Web based NSIPS
- Military Paper Check Conversion

- Foreign Vendor bills paid by the NRCC/AOR
- Maritime Logistics Data Network for supply financial reports.

One major item of concern was the potential for Outsourcing pay and personnel ashore and the need to preserve "sea/shore" rotation.

The last topic of the brief covered the PAPA vision and recommendations for CNSP Detachments (CPF excluding the Aircraft Carriers) and suggested manning requirements based on CNSP current workload throughput of the PAPA DET. The recommended locations are as follows:

- Pearl Harbor – 16 enlisted (2 CPO'S) 1 OIC
- Everett (w/CVN) – 19 enlisted (2 CPO'S) 1 OIC
- Yokuska (w/o CVN) – 14 enlisted (1CPO) 1 OIC
- San Diego (w/o CVN'S) – 75 enlisted (5 CPO'S) 3 officers
- Sasebo – 9 enlisted (1 CPO) 1 OIC

Basically CAPT Heinrich's message was to move ahead. Manning alignments need to be resolved along with UIC designators and number of billets going ashore.

The second presenter was CDR Barry Smith of COMLANTFLT. CDR Smith gave a snapshot of current manning at the PAPA DET and presented a rollout plan for the USS George Washington Battle group to move into the PAPA DET. The PAPA DET will include 3 CG'S, 3DDG'S and 1 FFG. The DET will increase from 9 to 19 personnel. PAPALANT organizational structure was presented with a breakdown of required personnel from the Disbursing Clerk community to the Personnel community.

Performance metrics of the PAPA DET demonstrated significant reductions in travel claim processing time as follows:

- Travel claim process time – from 35 to 10 days
- Travel claim turn-around time past 12 months – 4.26 days
- Last two month average – 2 days
- Accuracy rate before PAPA – 91.2%
- Accuracy rate average the last 12 months – 95.44%

PSA LANT and CNSL have entered into a Memorandum of Understanding that gives CFFC N1 the responsibility for PAPA program oversight, management and coordination. Personnel assigned to the PAPA DET are TAD to PSALANT for 179 days with CNSL providing the appropriate number of Dks and PN's from the appropriate ships. Physical space and funding are issues for acceleration.

CDR Smith's emphasis on "lessons learned" were with the following topics:

- Off-loading service records are labor intensive.
- Results in loss of personnel in support of repair lockers, watch bill, compartment cleaners and DCPO.
- Connectivity underway was an issue.
- Degradation of customer service can't happen…need senior person on ship. .
- CFFC should be the Lead for PAPA.

- PAPA to fall under PASS organizationally.
- CFFC N1 to send message to CNO.

Captain William Pappas, Joint Program Manager from PERS33 briefed the team on PASS Realignment and Vision. The emphasis for this brief was that funding shortfalls will have a significant impact on PASS in the coming years and that PASS will be realigned under CNI. PSA was consolidating to four from six (JAX and Great Lakes to close). Concerns were raised about who will manage the new DK/PN rating and PERS has been tasked to create a "virtual PSD" within two years. A breakdown of his pitch is as follows:

- PASS
  - Background
    - PAPA has two major claimants – CLF and CPF
    - PERS33 is functional manager for CINC's PASS Management
    - 350K active duty records and 45K Selective reservist records maintained at PSD'S.
    - 6 PSA, 62 PSD's and 34 CSD's
- PASS Management Concerns
  - Potential for future CSD closures/consolidations and divest processes to customer command/Sailor self help
  - PASS will fall under CNI (funding) as of 30 May 03
- PSA Consolidation Status
  - Great Lakes and Jacksonville will close 1 Jan 2004
  - PSA LANT will assume operational control of all PSD/CSD under JAX and Great Lakes.
  - Funding shortfalls may result in closing other PSD/CSD's.
- Impact
  - Efforts to make transition seamless to customers.
  - Foresees DFAS and NSIPS to receive more customer calls concerning pay and personnel problems.
  - Internal NPC realignment is consistent with fleet support concerns
  - Fielding of new Programs/Systems
- PAPA and the new PN-DK Merger
  - PASS and PAPA need to be combined to achieve CNO goals.
  - PAPA is an extension of PASS.
  - PN/DK merger is significantly Personnel related.

Randall Bruce of the Navy Manpower Analysis Center (NAVMAC) briefed the team on current methods of developing manpower requirements. His first point was informing the team that in June 2002 the Afloat workweek has been changed from 67 hours to 70 hours. Much discussion came from this topic concerning the rational of the decision and who actually made the decision. Several action items came form this talking point and NAVMAC has been tasked on demonstrating this logic for the team.

As a background note, NAVMAC has been funded to survey and recommend the Afloat manning requirements for the PAPA ships. NAVMAC had forwarded surveys to the applicable ships but have found the information to be of little value.
Randall then proceeded to give a snapshot of current DK/PN manning numbers on the PAPA ships with the average requirements for each sailor

NAVMAC's plan of action was to on site surveys at the East and West coast, face-to-face interviews, compile the documentation and perform the analysis. The group debated the value of the analysis with Captain Heinrich insisting that his PAPA group has demonstrated transactions process time, which equates to personnel required to support the PAPA DET's. After much discussion, the consensus was to have NAVMAC go forward and survey the ships, PSA Norfolk and San Diego and the two PAPA DET's and provide the results to the SIT by late September 03. Randall also requested that the SIT officially request NAVMAC to perform this survey as well as define locations and functions to be audited.

  CDR Susan Eaton was the next presenter in which she discussed the Navy Standard Integrated Personnel System (NSIPS).   She presented a rollout plan concerning Web Beta testing, Web release, Web Implementation, Training Plan and Electronic Service Record (ESR). In summary, this is a NSIPS web rollout with an ESR component to it.
  All shore sites have been live for about a year, NMCI has taken over the servers at SPAWAR. NSIPS servers are creating a problem for PSA's to convert to NMCI. Web based 1.0 will be tested in NMCI environment and non-NMCI environment in July. NSIPS works with the Fleet to create install schedules. Afloat needs to stay as client server application. Data can come off, but receiving feedback at ships is an issue. NSIPS 2.0 for afloat is going though re-design effort in an n attempt to reduce and improve bandwidth usage. ESR planned roll out with 1.0 and the functionality is there.   ESR has four functional pieces, Input, ESR, Web adhoc queries and self-serve, and ESR will eventually have an EMPRESS interface.

The final brief of the first day was going over the Concept of Operations (CONOPS) by Bill Lingle of NAVSUP. For brevity purposes, the changes of the CONOPS will be listed below with any pertinent discussion and a revised CONOPS will be attached for review.
  1. Section 1 – No change
  2. Section 2 – No change
  3. Section 3
      a. Section 3.1, Executive Steering Group (ESG) add resource sponsor – N76
      b. Section 3.2, Senior Implementation Team (SIT) – change list of SIT members accordingly
      c. Section 3.3, add CLF and PSA West
      d. Sections 3.4 and 3.5 are a total rewrite.
  4. Section 4 – remove sentence concerning encrypted email and the word encrypted from Para 2, line 3.

5. Section 5 – No change
6. Section 6 – rewrite A, B, C, G, H, add I and J
7. Section 7 – change 7.3.1 to 7.4 and change follow on sections accordingly
8. Section 8 –
    a. Figure 2 to be corrected.
    b. Section 8.2 to be changed to 8.1, add Residual ESR Transactions and ID Cards
    c. Section 8.3 to be changed to 8.2, add Arrangement of passenger transportation and Emergency pay.
    d. Section 8.1 be changed to 8.3
9. Section 9 – Change last sentence of paragraph 1, delete 9.1 and 9.2
10. Section 10 –
    a. Section 10.1.2 and 10.2 to be corrected by PSA West and forwarded to NAVSUP.
    b. Section 10.4 to delete NAVSUP HQ from the first and last line and replace with "There is" in line 1 and "PM" in the last line.
11. Section 11 –
    a. Section 11 – rewrite lead in paragraph and change chart.
    b. Section 11.1 – Table 7 and Table 8 to be revised showing the 9 areas considered to have PAPA DET's.
    c. Section 11.2 – Reflects that the SIT provided strategic guidance for implementation planning and to remove the date the HRBOD is briefed.
    d. Section 11.2.1 – Tables 9 and 10 to be revised as requested by SIT.
12. Section12 – Delete NAVSUP HQ Code 05 form the second line and replace with Program Office. Insert "Travel" in line 3.
    a. Section 12.2.1, 12.2.2 and 12.2.3 to include definitions.
13. Section 13 – Delete last line of the paragraph and replace with " DK and PN retraining requirements will be forwarded to Center of Excellence.
14. Section 14 – None
15. Section 15 – None
16. Section 16 - None

Barb Straw, Project Director gave a Metrics brief to the SIT and explained the information that was available to the group under the NAVSUP Corporate Information System (CIS). The CIS can be accessed with a password. There are 3+ years' data available and the source is the DFAS-DJMS-AC accuracy report. The PAPA ships can be tracked individually. The individual PAPA DET's will be added as a roll-up function and sorted.

The Implementation strategy discussed concerned number of DET's and locations. The consensus of the group was that they should fall under the PASS network and additional PAPA locations of Little Creek, Sasebo and North Island were added. A major issue with implementation was the number of personnel that would be going ashore, the consensus was to wait until NAVMAC completes the

report and revisit the issue. It was also agreed upon that the initial number of manning in the PR05 Issue Papers be validated.

Funding issues for FY03 and FY04 was discussed, NMCI seat cost, LAN drops and phone line costs are estimates. Action Item for TYCOMs to validate cost associated with sustainment

Attached is the Attendee list and the Action Item list. Action item status is due by 30 June 2003, please provide target due dates if action items cannot be closed by 30 June 2003.